

MACN PROJECT NIGERIA BULLETIN

The Newsletter on the MACN-CBi Port Project in Nigeria



Project Highlights from Jan - Jul 2023

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Blue Economy: The Route to Stronger Economic Recovery and Diversification



*His Excellency, Bola Ahmed Tinubu
President of the Federal Republic of Nigeria*

The United Nations (UN) defines the blue economy as an economic system that promotes the sustainable use of ocean resources for economic growth, improved livelihoods, and jobs while preserving the health of ocean ecosystems. The blue economy is estimated to be worth more than US\$1.5 trillion per year and provides over 30 million jobs globally. In 2019 alone, the blue economy within the United Kingdom represented 22% of the European Union's blue economy Gross Value Added (GVA) at approximately €39 billion[1].

(Continued on Page 2)

Continued from Page 1.....

With a continental shelf area of 43,514 km² and continental coastline of 832Km[2], the potential for expanding the blue economy in Nigeria is immense. It can serve as one end of a comprehensive set of solutions for addressing the country's current economic challenges. Nigeria can harness the benefits of its geographical location and maritime resources to significantly grow key industries such as maritime, tourism, offshore oil and gas, aquaculture, shipping and logistics, renewable energy, and marine biotechnology, all of which can create future-proof sustainable forms of employment.

A vital pillar of the blue economy strategy, for example, is deploying green infrastructure such as Renewable energy infrastructure - wind, solar, hydro, and tidal energy, to provide energy alternatives to fossil fuels. For Nigeria, shifting its energy policy and investment focus in meaningful ways to renewable energy will not only contribute to reducing its carbon footprint. It will also mean leapfrogging by decades in terms of the technological advancement of its electricity industry, which is essential for industrialisation; diversifying its energy mix; and making Nigeria a preferred investment destination in Africa for green investors. In general terms, the blue economy can improve government revenues, creating dignified and diverse employment opportunities and growing the gross domestic product (GDP) of Nigeria.

While inaugurating the National Economic Council (NEC), President Bola Ahmed Tinubu committed his administration's focus to intervene in five (5) key areas, namely security, economy, job creation, agriculture, and

infrastructure. These strategic interventions would be pursued while taking proactive steps to champion a culture of meritocracy that discourages corruption and strengthens the efficacy of anti-corruption agencies. Most, if not all, Nigerians accept that the current economic landscape is marred by numerous structural issues that include poor governance, corruption, inadequate infrastructure, and high levels of political and civil insecurity. Thus, the new administration's priorities are timely and will be central to Nigeria's long-term economic recovery when considering that the Tinubu administration has inherited a staggeringly poor-performing economy, undermined by hyper-inflation and a cost-of-living crisis, which has created high levels of poverty and challenges to human insecurity.

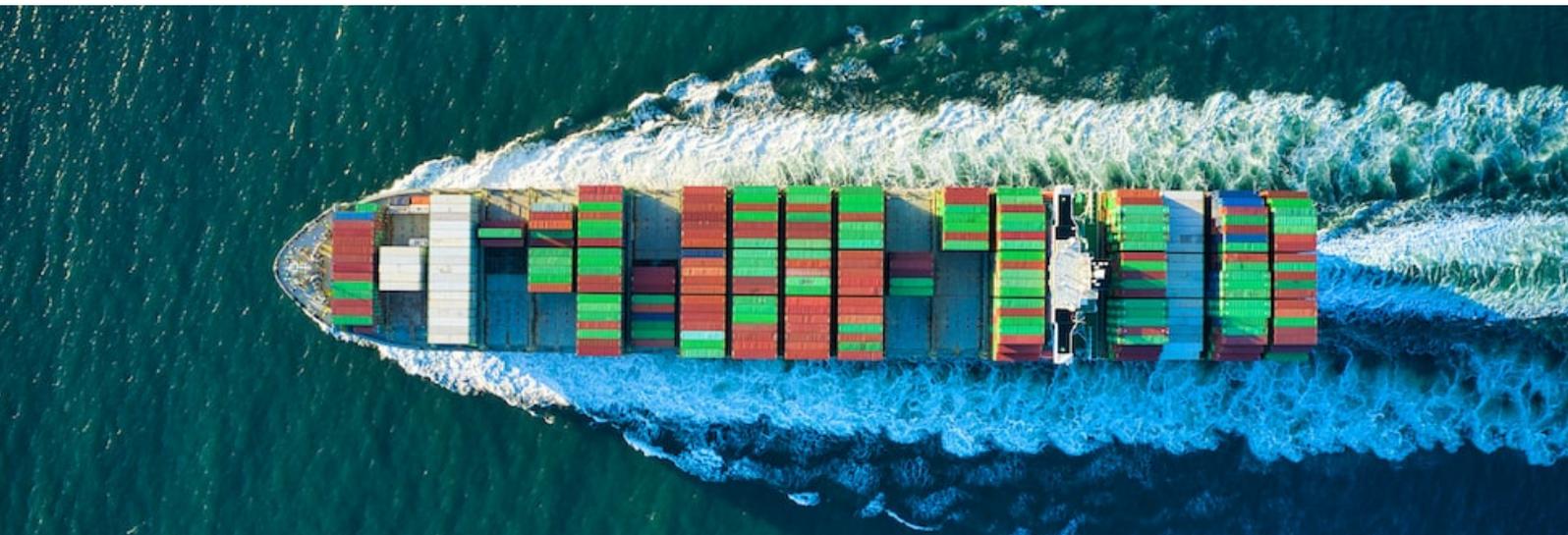


[1] <https://www.sciencedirect.com/science/article/pii/S0964569122001181>

[2] <https://dergipark.org.tr/tr/download/article-file/2023718>

Stakeholders in the public and private sectors have long recognised the significant role that the maritime industry in Nigeria can play in ensuring sustained economic growth and development. The Nigerian Economic Summit Group (NESG) estimates that Nigeria's maritime sector could generate up to ₦7 trillion in revenue annually and create up to four million jobs if adequately harnessed.

Estimates indicate that the economic costs of these inefficiencies to Nigeria's government and private sector are as high as US\$7 billion annually. Broken down, the Lagos Chamber of Commerce and Industry (LCCI) calculates these annual losses to amount to ₦600 billion in customs revenues, \$10 billion in non-oil exports, and some ₦2.5 trillion in corporate revenues, including a drop of 38-40% in industrial capacity utilization.



However, challenges of ports administration constrain the potentials of Nigeria's maritime industry. Users and operators at the ports for example continue to face enduring challenges related to regulatory inconsistencies, the duplication of function of port agencies, high rate of infractions by port officials, cumbersome cargo clearing processes, multiple taxation regimes, and poor state of infrastructure. These challenges, particularly in cargo clearance processes and nodal transportation, have created circumstances of excessive delays to import/export processes, red tape, rent-seeking and corrupt demands, human and vehicular congestion in and around the ports, and illegal charges leading to high costs of business operations.

The Tinubu administration must therefore assess, identify, and evolve strategies very quickly to respond to the structural deficits that continue to impede the expansion of the maritime industry and the broader blue economy in Nigeria, including the challenge of weak institutions. To unlock the potential of the maritime sector, the government should streamline regulations and strengthen the governance arrangements, mainly the compliance function within port agencies, to ensure efficient and transparent port operations, as envisaged under the Business Facilitation Act (BFA) 2023. It would equally be necessary to invest in modern port infrastructure, including adopting the use of technologies to promote efficiency, accountability, and transparency in the port industry.

Achieving this will involve encouraging and fostering public-private investment partnerships to unlock the investments required to modernise the industry and attract foreign direct investment. Pursuing this approach will require introducing incentives and policies that promote Nigeria as a safe investment destination beyond just the maritime industry. Government must also take steps to enhance security measures to safeguard vessels, ports, and coastal areas from piracy and other maritime threats. The establishment of the Expanded Committee on Sustainable Blue Economy by the Buhari Administration demonstrates an understanding of the need to focus on the blue economy, and this committee should be reinvigorated and

repositioned by the current administration to shape the way forward.

Numerous developing countries have successfully harnessed the potential of their blue economy, reaping significant economic benefits. Countries such as Mauritius, Seychelles and Indonesia have utilised their maritime resources to create sustainable industries, generate employment opportunities, attract foreign investments, and boost their GDPs. These success stories serve as valuable benchmarks for Nigeria to draw inspiration from and adapt to its unique context.

ABOUT THE CONTRIBUTOR

Emmanuel Bosah is the Programme Director at the Convention on Business Integrity.



Agency Spotlight: Calabar and Gulf of Guinea Municipal and Trade Centre (C-GoGMTC) Project

An Interview with Mr David Etim



Please tell us about the C-GoGMTC Project:

The C-GoGMTC entity was conceived out of the desire of the organised private sector from Cross River and Akwa Ibom States in Nigeria to create an alternative economic model for the South-South sub region, leveraging principally existing trade facilitation infrastructure already available in the sub-region and the coming into force of the AfCFTA agreement on the 1st January 2021.

Tell us about the Initiative

The initiative is propelled by the collective desire of the private sector to foster intra and inter-regional trade while promoting international cooperation for Africa's development. A cardinal aim of the C-GoGMTC is to promote the establishment of an inter-regional trade hub and consolidation centre for West and Central Africa headquartered in Calabar, Cross River State and utilise land and infrastructure of the Tinapa Business Resort and Free Trade Zone.

The C-GoGMTC is designed to enhance the eco-system in which consolidated formal trade can occur between all countries within the Economic Community of West African States (ECOWAS) and the Economic Community of Central African States (ECCAS) in a secure, seamless, simplified, structured manner, with an embedded logistics solution be it via land, sea or air.

The strategic objectives of the C-GoGMTC are:

- To migrate the majority of trade currently occurring within ECOWAS/ECCAS in the informal sector to the formal sector.
- To promote sustainable, organised, and mechanised agricultural production in the Gulf of Guinea Trade Area.
- To promote the development of organised sustainable, agricultural value addition in the Gulf of Guinea Trade Area

- To promote safe, sustainable, organised, mechanised legal solid mineral exploration and exploitation in the Gulf of Guinea Trade Area.
- To promote the responsible, cost effective manufacturing of goods for the international and local markets in the Gulf of Guinea Trade Area
- To promote the Gulf of Guinea Trade Area as an inter-regional trade area with the capacity for the trade in a diverse range of services

Seeing as C-GoGMTC is being developed as an intra-African trade facilitation project and being aware, most of intra-African trade is informal, please tell us how you intend to migrate the trade from the informal to the formal sector:

This is the greatest selling point of the project. A key part of the project's strategy is the ongoing engagement with the National Association of Nigerian Traders (NANTS) and the West African Association for Cross-Border Trade and Agro-Forestry-Pastoral, Fishery Products and Food (WACTAF).

Seeing that security is a major constraint on intra-African trade within the Trade Area, how do you intend to stem the security challenges:

The project is developing a proprietary security architecture that is intelligent, dynamic, robust and able to integrate with various national, regional and inter-regional security architectures already in operation. The security architecture will provide an end-to-end view of all activities within our ecosystem and enough notification of potential aggression to ensure prompt and effective counter measures are deployed in a timely fashion.

Seeing that most intra-African trade is informal, do you have any statistics on the volume of trade currently circulating within your defined catchment area:

Using Nigeria as a case study, and working with ten year old data, Nigeria's recorded external trade stood at ₦24,435.3 billion (\$135.8 billion), back then. Yet, official statistics only paint a part of the picture and cannot capture the massive volumes of informal export and import activities. However, in some quarters, it is estimated to be x3 of the 2014 trade statistics. In other quarters, informal trade has been estimated to be over 60% of Nigeria's GDP. It is noteworthy that intra-African informal trade sector has proved to be almost impervious to the global financial crisis, insurgency, banditry and repeated Sahelian droughts.

Can you tell us what would be the benefit of formalising this economy and the benefit to the traders and Countries in the regions:

Between costs, regulatory and capacity challenges, the way today's environment for cross-border trade operates, it ends up serving as a strong disincentive to formalisation. This is not to say that trading informally is without its own costs/challenges. Due to long established systems which provide a practical alternative to officially regulated channels, informal trade has survived. These channels are however most inefficient and extremely expensive. Albeit, they have survived because of the lack of a visible and viable alternative system. This is the exact gap the C-GoGMTC is looking to fill, by providing a fit for purpose, most cost effective, efficient, secure, end-to-end service that is a corruption free ecosystem for legitimate trade to occur in a seamless manner.

ABOUT THE CONTRIBUTOR:

Mr David Etim is the President of the Calabar Chamber of Commerce, Industry, Mines and Agriculture (CALCCIMA) and also serves as the Project Implementation Team Leader of the C-GoGMTC Project.

MACN/CBI TRAINS 187 PORT OFFICIALS TO STRENGTHEN INDUSTRY-WIDE COMPLIANCE FUNCTION



Participants at the Compliance Function Training in Calabar, Cross Rivers State

Between March and June 2023, MACN and CBI successfully conducted a series of training workshops targeting port officials in compliance and operations roles within port agencies in the three main ports locations of Lagos, Calabar, and Port Harcourt.

The training titled "**Compliance Function and Leadership**" was designed to improve the skills and knowledge of port officials, especially those at the command level, to consistently implement an all-inclusive compliance framework that can detect, prevent, monitor, respond to, & evaluate compliance risks while promoting best practices.

A total of 227 port stakeholders participated in the training, of which 187 were officials from port agencies such as the Nigerian Custom Service, Nigerian Immigration Service, TUGAR, PSTT, CRFFN, Nigerian Shippers Council, NDLEA, DSS, Nigerian Export Promotion Council (NEPC), NIMASA, and NPA.


170 Male
Participants


41 Female
Participants


16 Participants
Did not State Gender

The key objectives of the training were to equip port officials to:

- Understand the components of compliance management and a compliance officer's role within it.
- Learn to define, prevent, detect and monitor, respond to and evaluate cases of compliance breaches through the development of self-reporting channels & case tracking methods.
- Analyse metrics and data gathered and use feedback to identify trends, set benchmarks for compliance performance monitoring, and facilitate overall system improvement.

Training Highlights

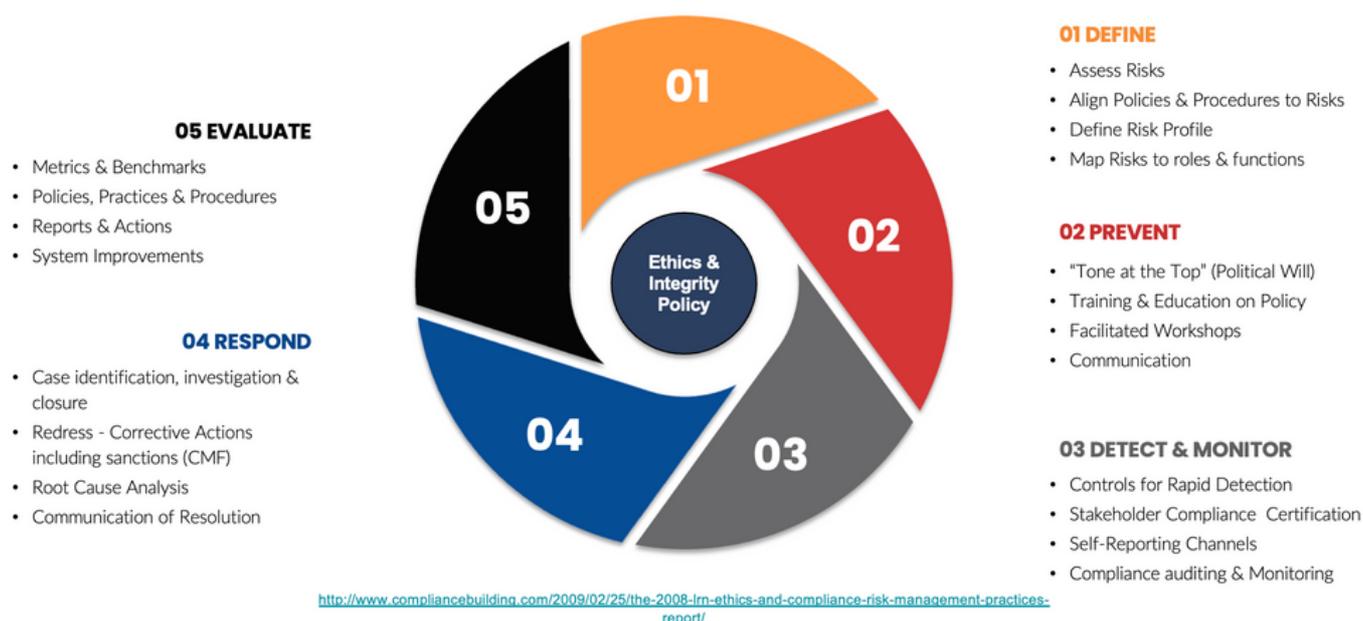
The training was built around two central frameworks which are: compliance management and the compliance solution landscape. The modes of facilitating the trainings included case studies, group brainstorming sessions, and leadership scenarios, simulating debate around real-world risks experienced by officials in the course of usual port business.

The brainstorming sessions were held in small groups that enabled debate, self reflections, and meaningful confrontations of issues among port officials that do not typically interact. The Case Studies addressed how to approach corruption, compliance, and other systemic problems ethically and with integrity; facilitating broader

perspectives on what can be safely “realistic” or possible when challenging the status quo.

Crucially, the training showed participants how the core component of the compliance framework already exists within their institutional governance structures and simply requires updating or operationalisation.

Compliance Management & The Journey So Far...



Compliance Management Framework

The training taught participants that the cyclical nature of Compliance Management means that each segment of compliance is constantly in operation and informing other segments of the compliance process concurrently. Such a framework might begin with Defining the risks of non-compliance; enabling the identification and communication of threats and opportunities towards the Prevention of these risks, which will inform the Detection and Monitoring controls used. Responses to identified breaches also need to be documented and undergo Root Cause Analyses to enable updated processes and Evaluation of practices, facilitating constant improvements to the entire system.

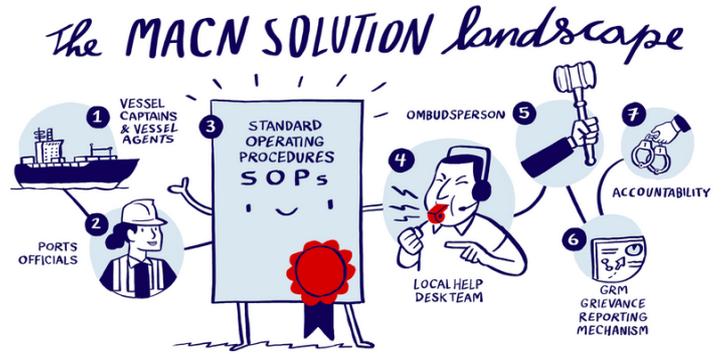
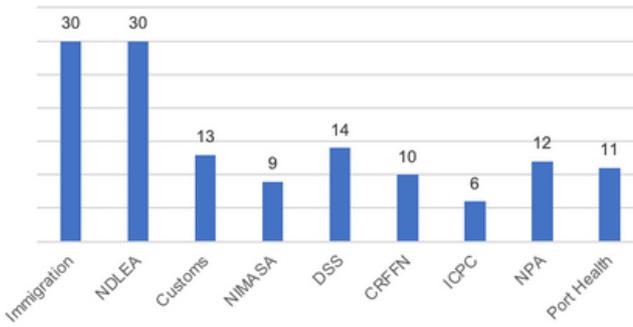
Compliance Solution Landscape Framework

The training showed participants that a solution landscape must be built on compliance-based congruence between Ship Captains (for vessel clearance) or Importers/Exporters (for cargo clearance), Shipping and Clearing Agents, Ports Officials, and other Operators involved in daily maritime business, including the Ombudsman for such transactions.

The objective is to ensure that each stakeholder performs their role based on an understanding of their responsibility according to established rule/industry standards, and that of others in the value chain of vessel or cargo clearance. Participants also learned about the importance

of establishing a grievance mechanism for reporting deviances to set standards by officials, and referred to an Ombudsperson that is able to investigate possible compliance breaches and enforce remedial action, including sanctions where the breach in question involves a corrupt demand for small or large unreceipted cash payment by a port official.

Agencies with the largest Representation





MACN/CBi Hosts 3rd Compliance Roundtable



On May 3rd, 2023, the Federal Ministry of Transportation (FMoT) in collaboration with the Maritime Anti-Corruption Network (MACN) and the Convention on Business Integrity (CBI) convened the 3rd Compliance Roundtable at Providence by Mantis Hotel, Ikeja, Lagos. The Roundtable deliberated on the theme – “Maritime Sector Reforms: Consolidating the Gains.” Carrying on the tradition established during previous Roundtables, after select keynote addresses, the event provided an opportunity for each attending agency to deliver a presentation on the state of their compliance frameworks.

The Roundtable was attended by fourteen (14) representatives from government institutions, private sector, and associations. These include the Independent Corrupt Practices and Other Related Offences Commission (ICPC), the Technical Unit on Governance and Anti-

Corruption Reforms (TUGAR), Nigerian Ports Authority (NPA), Nigerian Shippers’ Council (NSC), Port Standing Task Team (PSTT), Nigeria Customs Service (NCS), Nigeria Immigration Service (NIS), Nigeria Agricultural Quarantine Service (NAQS), National Agency for Food & Drug Administration and Control (NAFDAC), National Association of Government Approved Freight Forwarders (NAGAFF), Association of Maritime Truck Owners (AMATO), and the Association of Nigeria Licensed Customs Agent (ANCLA).

Mr. Soji Apampa, Chief Executive Officer of CBI, who steered the meeting set the tone by highlighting that while challenges still exist in the port sector, listing as examples the challenges of infrastructure, the uneven reforms in the port sector in the various regions, and the burden of checkpoints along the port corridors, the focus of the Roundtable will be on “what is working” and how can it be replicated nationally.

Several speakers reflected on the progress made so far, including Vivek Menon, Associate Director of the Maritime Anti-Corruption Network (MACN), who stated that Nigeria's port reforms have truly captured global attention, especially since it has produced transparent SOPs, Port Process Manual (NPPM) and the Port Standing Task Team (PSTT), all of which have been instrumental in improving compliance in vessel clearance operations.

He added that the increased use of the Grievance Reporting Mechanism (PSSP, HelpDesk), and the increased confidence of private sector in directly engaging port authorities when they encounter corrupt demands or other challenges is worth celebrating. These, he concluded, point to the need to institutionalise a compliance framework that catalyses quality service delivery consistently



For Mrs. Jane Onwumere, Director of TUGAR who was represented by Mrs. Bose Oguntuberu, the Port Steering Committee (PSC), setup by FMoT to oversee, report, and promote port reforms, will continue to advocate for and support institutional efforts to strengthen the compliance function within port agencies as a key priority.

She acknowledged the many compliance gains that include the visible impact of the successes of the PSTT and pledged TUGAR's interface with compliance desk officers from the port agencies on the PSC to ensure the delivery of the integrity plan as envisaged, improve SOPs to capture recent reforms by agencies, and support efforts to promote efficiency in the port market.

Mr. Mohammed Bello-Koko, Managing Director, NPA, in his goodwill address sued for improved collaboration among port agencies. Represented by Engr. Chukwuma Ngini, General Manager, Administration, he stated that since corruption creates a hostile business environment with implications that go beyond national borders, it is essential to tackle the damage that corruption continues to inflict on the social and economic fabric of society. He pledged NPA's commitment to the vision of ensuring Nigeria is the preferred port of logistics in Africa and aims to achieve this through infrastructure investment, inter-agency collaboration and sustainability of anti-corruption and compliance initiatives.

Hon. Emmanuel Jime, the Executive Secretary, Nigerian Shippers' Council (NSC), recounted the journey of port reforms, noting that recent gains were the product of policies evolved many years ago. Represented by Mr. Moses Fadipe, Director, NSC and National Coordinator, PSTT, he spoke of the use of the scorecard system and the accomplishment of watching Nigeria transition from "red light" to amber to green in terms of transparency, predictability and consistency of SOP application. Equally, he mentioned that the recurring compliance roundtables provide a similar "scorecard" opportunity for port agencies to review their degree of adherence to SOPs, and considered such reviews indispensable.

For Dr. Magdalene Ajani, Permanent Secretary, Federal Ministry of Transportation (FMoT), the ability of port users now to demand, track, and ensure greater adherence to SOPs is essential to improved service delivery in the port sector. Represented by Mr. Babatunde Sule, Director of Maritime Services, FMoT, she emphasised and praised the compliance roundtable for fostering private and public sector partnerships. She then advocated the need to embed sanctions-based compliance in port agencies, and share lessons/best practices with each other to benefit the entire sector. Following the keynote addresses, all port agencies at the meeting took turns to present their compliance scorecard (see pg 8-9)

Mr. Sule, in his concluding remarks, urged port agencies not to view the roundtable as a ritual to periodically fulfil. Instead, senior officials that attend such meetings and who should be able to report back to their Chief Executives, should reflect on the key takeaways, including how to leverage recommendations/lessons learned to institute real operational change that improves service delivery and builds on milestones. He also urged participants to place more emphasis on conducting comparative analyses of their compliance efforts to gauge empirically the impacts, gaps, and opportunities presented by their approach to entrenching compliance within their agencies and the wider industry.



Mr Babatunde Sule, Director of Maritime Services, Federal Ministry of Transportation, representing the Perm. Secretary



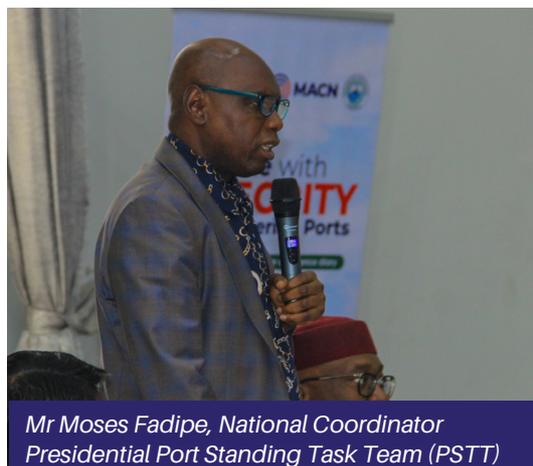
Mr Soji Apampa, CEO, CBI, delivering his opening remarks at the start of the Roundtable Meeting.



Mr Vivek Menon, Associate Director of the MACN delivering a goodwill message during the Roundtable Meeting.



Mrs Bose Oguntuberu of TUGAR delivering an opening remark



Mr Moses Fadipe, National Coordinator Presidential Port Standing Task Team (PSTT)



Participants at the Roundtable listening to presentations.

Nigerian Customs Service Talks Digital Reforms for Improved Service Delivery



Asst. Comptroller Ali delivering a presentation on the Compliance Scorecard of the Nigerian Customs Service

During the 3rd compliance roundtable, agencies focused their presentations on examining their progress on the journey towards a sustainable and implementable compliance framework. The Nigerian Customs Service (NCS), represented by Asst. Comptroller Ali, informed the meeting that the approval and current implementation of the E-Customs Modernisation project is a key pillar of the NCS's effort to promote the ease of doing business. The project's goal is to streamline key elements of cargo clearance processes, and curtail arbitrariness of service delivery.

AC Ali also explained that the E-Customs project will migrate the NCS from analogue to digital service provision through schemes such as the Non-Intrusive Inspection Technology service (NITS). The NITS will reduce human interface in cargo clearance and eliminate the risk of corrupt demands or unethical practices, while fast-tracking cargo scanning through ports more effectively, efficiently, and transparently.

Finally, AC Ali informed the meeting that the NCS has introduced Dispute Resolution committees at the Area Commands to handle complaints from port users. AC Ali however emphasised that compliance is a two-way responsibility that requires the cooperation of both the private and public sectors to work effectively.

Immigration Service - Synergy and Collaboration essential to Compliance Strengthening



In presenting the agency's compliance scorecard, the Comptroller General of the Nigerian Immigration Service (NIS), represented by Comptroller Odaleje David, called on all port stakeholders, particularly port agencies, to synergise and collaborate to respond to gaps in compliance raised from meetings such as the Roundtable, all in a bid to ensure effective service delivery.

Asst. Comptroller Mancha, who contributed to the presentation, stated that officers of the Marine Division, NIS, are currently being re-trained on the agency's SOPs to ensure that they perform their roles effectively. He equally recommended the need to review the joint boarding and inspection regime to ensure that it is implemented in a way that immigration officials can deliver their responsibilities without breaching the timelines of the NPPM.

NAFDAC - System Automation, Staff Evaluation and Cooperation with PSTT Central to Compliance Efforts



At the 3rd Compliance Roundtable, the Director General of the National Agency for Food and Drugs Administration and Control (NAFDAC), represented by the Director of Port Inspections, Mrs Abimbola Adeboye, informed the meeting that the automation of its services through the Single Window has eliminated many of the risks and challenges faced by the agency, including the falsification of documentation.

She explained that the attainment of the WHO Maturity Level 3 by NADFAC is a testament of the agency's determination and commitment to compliance practices, including by instituting quality assurance systems for its management, significant to promoting compliance.

in addition, the Director confirmed that NAFDAC has been working with the PSTT to provide its WHO approved sampling guides to improve transparency around product/pharmaceutical testing, and reduce the corrupt practice where

officials take a large number of samples which are not required to test homogeneous goods. The Director explained that internally NAFDAC operates a performance evaluation system that allows Command Heads to evaluate and submit monthly reports on the performance of officials at each port location, based on their adherence to SOPs related to timelines for completing tasks as prescribed under the SOPs and NPPM.

NAQS - Joint Boarding Regime Remains Imperfect, Requires Better Cooperation

The Nigerian Agricultural Quarantine Service (NAQS), represented by Dr. Anthony Achuzie, Director, Planning, Research and Development delivered its scorecard at the 3rd Compliance Roundtable. He stated that the joint boarding inspection regime remains imperfect as NAQS is frequently overlooked during import or export checks that should involve the inspection and approval of the agency. He however added that the agency has deployed compliance officers to all port areas nationwide to provide updates on the implementation of the agency's compliance function.

Dr. Achuzie also stated that the NAQS is working with NAFDAC to review & harmonise operational processes and eliminate the duplication of roles, which harms the ease of doing business. In 2022 he informed the meeting that NAQS was ranked as the third best performing agency on the ease of doing business. He concluded by confirming that the agency is focused on setting the right tone at the top and implementing its consequence management framework as a means of improving compliance outcomes.

IN THE NEWS....



Former Hon. Minister of Transportation, Mu'azu Jaji Sambor

HONOURABLE MINISTER OF TRANSPORTATION APPROVES ₦180M FOR PSTT OPERATIONS

At the May 2023 Compliance Roundtable, the FMoT confirmed that the former Hon Minister of Transportation had approved the release of ₦180,000,000 to the PSTT to execute its operations and enforcement actions. To date, of these approved funds, the PSTT has received financial support of ₦60,000,000 from the Nigerian Shippers' Council (NSC) to fund its operations.

However, the PSTT is yet to receive the funds from the Nigerian Ports Authority (NPA) and Nigerian Maritime Administration and Safety Agency (NIMASA). The FMoT pledged to help facilitate further discussions required to ensure the release of the funds.

CONGRATULATIONS TO DAVID ETIM, INTEGRITY ALLIANCE PRESIDENT, CROSS RIVERS STATE

The MACN and CBI heartily congratulates Mr. David Etim for his recent election to the position of the President of the Calabar Chamber of Commerce, Industry, Mines & Agriculture (CALCCIMA). This position is well-deserved for a leader that has championed and advocated for the protection, stimulation and growth of the private sector in Nigeria for decades. Mr Etim was elected in 2022 to serve as the President of the Integrity Alliance, the representative body for the private sector's participation in Nigeria's port reform initiative.



PSTT, FRSC TO INTRODUCE MOBILE COURTS TO TRY OFFENDERS THAT BLOCK PORT CORRIDOR ROADS

The National Coordinator of the PSTT, Moses Fadipe and the Lagos Sector Commander of the Federal Road Safety Corps, FRSC, Babatunde Farinloye have agreed on the need to introduce Mobile Courts on the ports corridor to further strengthen the traffic management on the strategic Lagos port access roads.

Technology is Game Changer in Compliance Enforcement - PSTT National Coordinator

In his scorecard presentation during the 3rd Compliance Roundtable, Mr. Moses Fadipe, National Coordinator of the PSTT, informed the meeting that the introduction of technology has been instrumental in improving compliance to SOPs and the NPPM. Specifically, he mentioned that the HelpDesk has been a game changer for port users in that they now are able to report incidences in real-time and get timely resolution of complaints. The HelpDesk, he added, alongside the strict joint inspection of vessels by port officials have improved compliance to SOPs and NPPM timelines; but also improved transparency in vessel clearance processes.

Nevertheless, he continued, issues of outdated regulatory frameworks, inadequate training for port compliance officials, low enforcement capacity, and limited access to technology in all areas of service delivery, remain challenges that must be addressed to shore up the compliance function in the port sector. He added that the practice of inordinate blockage of cargos by specific agencies at the ports, even after examination, is another challenge which the PSTT is currently addressing because it creates excessive costs for port users and runs contrary

to the spirit and intentions of the Business Facilitation Act 2023.

Mr. Fadipe however acknowledged that there is an increasing shift among agencies from the focus on enforcement to incentivising compliance to SOPs and the NPPM, and that this is an important approach that will produce positive results in the long run. As an example, Mr. Fadipe informed the meeting that lessons learned from complaints received from port stakeholders about PSTT's operations led to investment in bodycams for officials to improve accountability and monitor compliance during sting operations. He confirmed that where complaints are raised about the actions of officials, such cameras are reviewed as part of an investigation process.

Concluding his presentation, Mr. Fadipe stated that the strict monitoring of joint boarding and cargo inspections, including the clearing of the port corridors in Lagos has yielded good results for the national economy. To sustain the momentum, he solicited the ongoing support of the FMoT to intervene on the matter of resources, which is required by the PSTT to perform its essential functions.

Get involved! Join the Integrity Alliance

To sustain efforts and continue the ambition to drive positive change under this initiative, there is need to form strategic partnerships with the public and private sectors. On the private sector side, the Integrity Alliance Group is a key stakeholder group that can help to achieve the following:

- Monitor ongoing reforms at the Nigerian Ports specifically, and the Maritime Industry generally, in a bid to propose changes that would aid Ports efficiency.
- Assist to popularize/publicize the Standard Operating Procedures (SOPs) and The Grievance Mechanism Portal - User Experience Diary - and other reporting helplines that enable importers, exporters and other port users to resolve issues and challenges faced.



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+234 818 738 0696

To Learn More About the Port Service Support Portal (PSSP)

The Port Service Support Portal is a complaints management and Port service support solution aimed at addressing business to business transaction problems in Nigerian Ports.
Please visit - www.pssp.ng